

## Factsheet

# Finastra High-value Services

For personalized, continuous engagement that delivers strategic outcomes and accelerated value

Fast-evolving technology and markets demand a new approach to service and software partnerships. Finastra High-value Services make the shift to outcome-based delivery with high quality, through high-touch engagements and continuous alignment with your objectives.

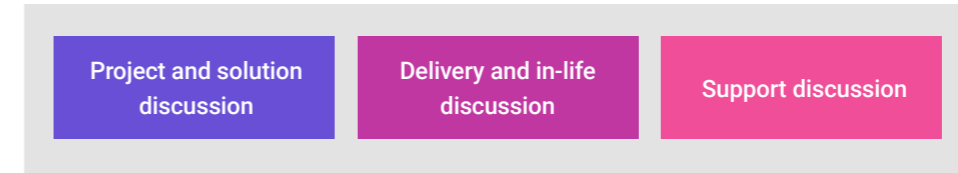
Faced with unpredictable markets, fast-evolving technology and rising customer expectations, how can banks anticipate and adapt more quickly to change? One way is to look at a new approach to engagement with suppliers.

Traditionally, relationships between banks and technology vendors have been transactional and ad-hoc, with a focus on individual projects.

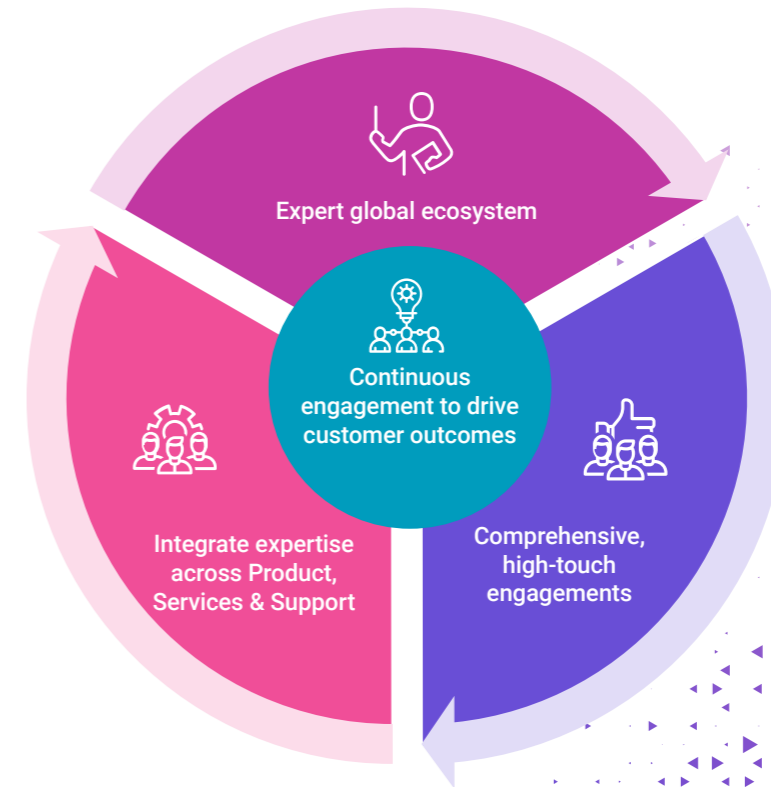
Yet recent research from Greenwich Associates reveals that banks today are more focused on the level of service and partnership they receive from their suppliers.

To bring about the transformations that success today needs, financial institutions are looking for more engagement from their technology partners with an approach that focuses on outcomes. This means going beyond delivering projects to supporting success throughout the entire lifecycle.

### Traditional, fragmented approach



### Value acceleration approach



Customers that have embarked on this journey with us have experienced:



Up to 50%  
faster implementation



Zero defect software  
in production



20% improved ROI

## A new approach to engagement

Finastra's High-value Services are designed to help financial institutions achieve specific outcomes. They help firms to modernize, transform and realize the full value of technology investments, faster, all while minimizing risk and total cost of ownership.

### Benefits

#### Faster change



##### Strategic outcomes

From modernization to transformation, ideation to growth phases, High-value Services help customers to reach their 'to-be' state, faster.



##### Future-ready states

We eliminate technical debt, make upgrades controllable and create opportunities to exploit platform and open-API capabilities. The result is continuous modernization that generates long-term value, resilience and relevance.

#### Higher quality



##### Higher quality

With evergreening built into the delivery model, our customers can benefit from deploying the latest versions of Finastra applications.



##### Proactive risk control

Our global framework and Finastra Transform methodology means we identify and mitigate risks early, using a high-automation test environment for zero-defect, production-ready deployments.

#### Greater ROI



##### Lower TCO and higher ROI

Using a hybrid model of on-site delivery and our accelerated delivery centers, global standards and best practice, we unlock the full value of technology investments, reducing costs, enhancing quality and accelerating time to value.



##### Predictability

Our approach assures predictability of pricing, performance, timescales, availability, and quality, to minimize disruption and lock operational costs.



Our approach allows us to collaborate with customers to reduce the carbon emissions and environmental impacts of the financial services industry, furthering sustainability agendas.

# Delivering personalized, strategic value for the long term, beyond projects

Finastra High-value Services are based on five pillars:



## Customer-centric

We use continuous, collaborative engagement to design solutions and offer flexible management options that align with your operating culture.



## Continuous

Automated testing and fully managed lifecycle services deliver production-ready, zero-defect implementations and upgrades that have no impact on your operations.



## Strategically aligned

High-value Services are transformative, designed from inception to growth, to support strategic outcomes and long-term market relevance.



## Value-driven

With maximized adoption and accelerated learning, you can exploit every opportunity to make investments work harder and deliver faster. High-value Services lower total cost of ownership over time whilst delivering maximum quality of service.



## Accelerated

Leveraging years of experience and best practice, tooling and automation, High-value Services accelerates successful delivery and achievement of strategic outcomes.

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*To fully recognize the benefits of changing the way they think, plan and harness new technology in the marketplace, firms need to choose the right partners. Technology executives need to identify services providers that view client relationships as long-term strategic partnerships, where their success is measured by their customers' success with a focus on outcome-orientated design."*

Greenwich Associates

Ensuring successful IT transformations

# Outcomes and solutions

Finastra High-value Services comprises a range of solutions to help you achieve specific outcomes:

## Finastra Transform

Revolutionizes the way we deliver projects, optimizing quality and supporting your ongoing business agility. We take a holistic approach, establishing client outcomes at the outset and leveraging our IP to ensure success with our solutions.

## Finastra Managed Services

Outsources the management of your Finastra solutions. Delivering everything from leading-edge financial software to support and testing, it is available as a full managed service or an application management service.

## Finastra Select

We build a tailored success plan with your business priorities at the center, developing work streams to support your objectives and flexibly applying the best of our services and capabilities across Finastra. Think of it as our Finastra Transform methodology deconstructed.

## About Finastra

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top 100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at [finastra.com](https://finastra.com)

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